Phoebe Sets Up Coronavirus Hotline
And Drive-Through Testing Site

Albany, Ga. – In an effort to screen more patients for COVID-19 symptoms, Phoebe is expanding its coronavirus hotline and opening a drive-through screening facility. Anyone who wants to be tested at the temporary screening site must first call the hotline. “COVID-19 test kits remain in limited supply, so only people who are experiencing symptoms should be tested. Symptomatic individuals who pass an initial phone screening will be given an appointment and instructed where to go for in-person screening,” said Suresh Lakhanpal, MD, Phoebe Physicians Chief Executive Officer. The primary symptoms of COVID-19 are fever, cough and shortness of breath.

The Phoebe Coronavirus Hotline is 229-312-1919. Beginning Monday, it will be staffed by multiple Phoebe nurses from 9:00 a.m. – 5:00 p.m. “We stood up the hotline Tuesday and were primarily transferring people to the line after they called one of our Phoebe Physicians clinics. With an increased need, we decided to ramp up staffing and get the word out to the public,” Dr. Lakhanpal said.

When a pre-screened patient drives up at the testing location, the patient will have to show identification, and then medical professionals wearing personal protective equipment will obtain the necessary swab. “We’ll get those tests out to the lab as soon as possible. We may have to wait several days for results, so we’ll give each patient some information on how they can safely isolate themselves at home, pending the test results,” Dr. Lakhanpal said.

Older individuals and those with chronic medical conditions and compromised immune systems are at greater risk for severe complications from COVID-19, and they are at a higher priority for
testing. People who are not exhibiting active symptoms are asked not call the hotline so nurses are able to focus on higher risk individuals.

For updated coronavirus information visit phoebehealth.com/coronavirus and cdc.gov.

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